

# ***Headquarters U.S. Air Force***

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## **CSWS Metrics**



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# ***What are Metrics?***

- **A measurement of performance.**
- **Part of the Planning Process**
  - **Goals**
  - **Objectives**
  - **Measures**
  - **Strategies**
- **Tailored to Program's Specific Needs.**



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# ***AFMC Supply Chain Metrics Guide***

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- **Available for download at**  
<https://scm.wpafb.af.mil>
- **Finalized November 2003**



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# ***Performance vs. Process***

- **Performance - strengths and opportunities for improvement in a organization.**
  - **Can highlight organizational effectiveness, customer satisfaction, and cost effective use of resources and facilities.**
  - **Reported externally**
  - **Shows the most direct link to organizational goals and customer value.**



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# ***Performance vs. Process***

- **Process - provides information about or contributes to the understanding of a process.**
  - **Are used in root cause analysis of deviations in performance measures.**
  - **Typically, not related to overall organizational goals and used for internal reporting.**



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# ***Aircraft Availability***

- **Percentage of the time an aircraft is not unavailable due to supply - expressed as 1 minus the Total Non Mission Capable Supply (TNMCS) time.**



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# ***MICAP Hours***

- **Measurement of the hours accrued in a given month for items affecting mission capability that are on backorder.**



# ***Customer Wait Time***

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- **A pipeline measurement of customer due-outs (not including stock replenishments and kit fills) expressed in days measuring the average time between issuance of a warfighter order and receipt.**





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# ***Total Requirements Variance***

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- **Evaluation of expected backorders (RBL forecasted customer due-outs) vs. actual due-outs (with option to view masked due-outs caused by laterals and non-project coded kit issues).**



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# ***MICAP Incidents***

- **Measurement of the number of incidents based on the number of MICAP requisitions accumulated.**



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# ***Backorders***

- **Measures the number of demands places on the supply system that can not be immediately satisfied from existing inventory (including stock replenishment).**



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# ***Issue Effectiveness***

- **Measure of supply accounts ability to satisfy any customer demand (issue item off-the-shelf vs. backordering item).**



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# ***Stockage Effectiveness***

- **Measure of supply accounts ability to satisfy customer demand for authorized stockage items.**



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# ***Logistics Response Time***

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- **A pipeline measurement of warfighter and base/depot retail requisitions expressed in days measuring the average time between issuance of a warfighter/base/depot retail order and receipt at base /depot supply.**



# ***Balanced Scorecard***

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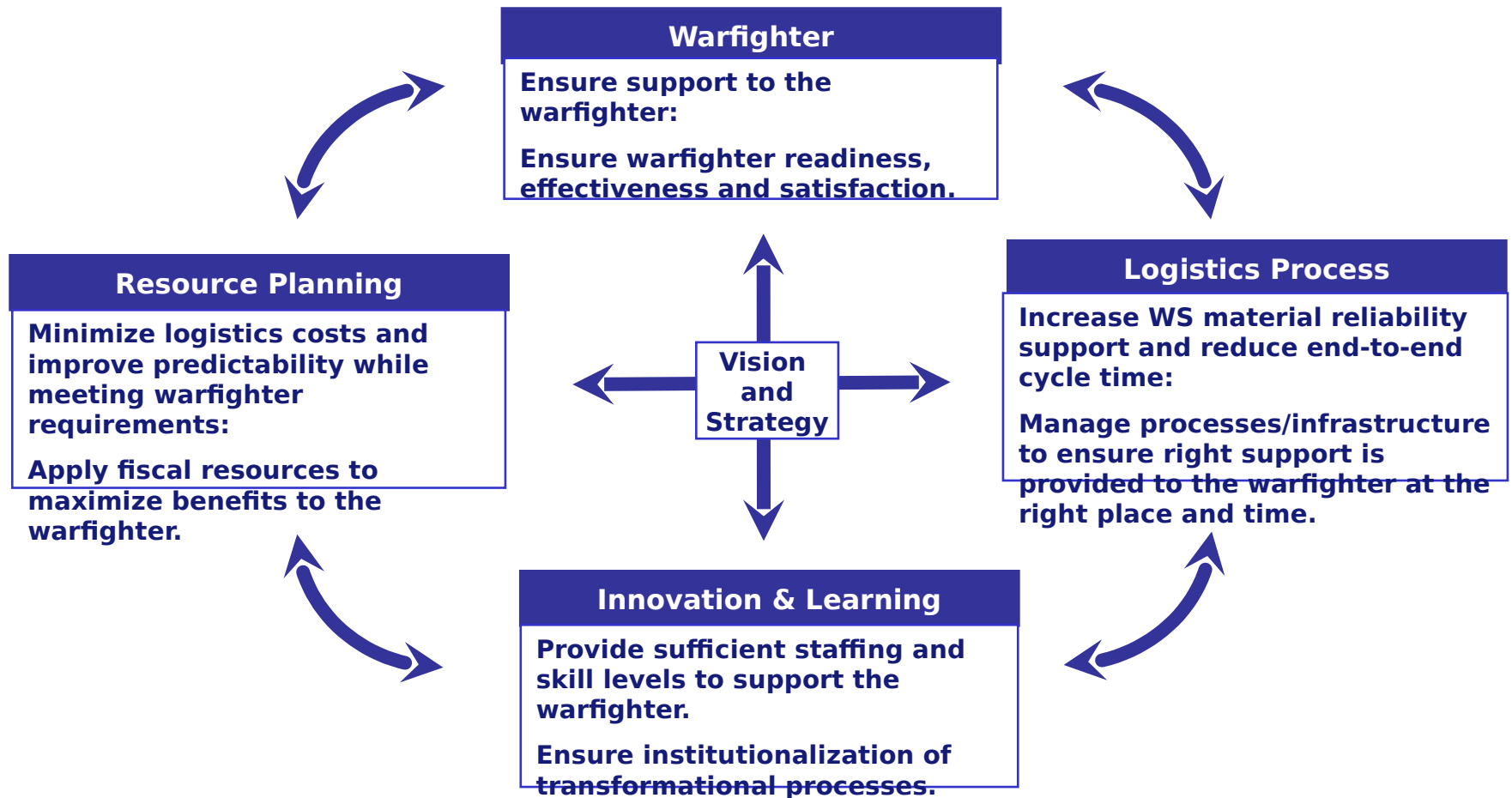
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- **Strategic Management System: designed around a long-term strategic view.**
  - **A tool for establishing a balanced framework of important measurements across the organization**
  - **A tool to align business goals and vision with human and capital resources, and link goals with day-to-day operations**
  - **A tool to provide quick access to data and to get answers across all functional areas**
  - **A tool to translate mission and strategy into a comprehensive set of objectives and metrics across a balanced set of perspectives**



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# AF Logistics BSC Model - Perspectives







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# Initial Level 1 & 2 Metrics

## Warfighter

### W1. Mission Preparedness W2. Warfighter Execution

W1.1 Material Readiness

W1.2 Critical Commodity Availability

W1.3 Weapon System Availability

W1.4 Logistics Unit Readiness

W2.1 Performance Evaluation

W2.2 Fleet Availability

## Resource Planning

### RP1. Logistics Cost Effectiveness

RP1.1 Total Logistics Cost\*

### RP2. Logistics Cost Predictability

RP2.1 Predicted vs. Actual Cost\*

\* ILP to refine.

## Logistics Process

### LP1. Perfect Order Fulfillment

LP1.1 Time Definite Delivery

LP1.2 Customer Wait Time

LP1.3 Quality

LP1.4 Footprint

### LP2. Logistics Cycle Times

LP2.1 Organic Depot Repair

LP2.2 Purchasing and Supply Support

## Innovation & Learning

### I&L1. Workforce

I&L1.1 Total Personnel Requirement

I&L1.2 Appropriate Skills Mix / Training

I&L1.3 PERSTEMPO

I&L1.4 Retention

### I&L2. Process Innovation

I&L2.1 IT Support Capability

I&L2.2 Change Management



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# ***Conclusion***

- **Part of the Planning Process**
- **Specific to each program**
- **Relate to goals**